

State of Montana
Department of Public Health and Human Services
PO Box 4210 Helena, MT 59604

VACANCY ANNOUNCEMENT

September 4, 2008

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TITLE:	Administrative Support
POSITION NO:	32122
LOCATION:	Director's Office, Helena
STATUS:	Full-Time/Permanent
UNION:	MEA/MFT
PAY GRADE:	Pay Plan 20, Band 3
STARTING SALARY:	\$21,362 - \$32,043 annually. Depending on qualifications and internal equity.
SUPPLEMENT:	No

APPLICATION DEADLINE: State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to hhsea@mt.gov or faxed (406) 444-0262. **Position is open until filled.** Applications must be received or postmarked if mailed no later than **5:00 p.m., Thursday, September 18, 2008 to be considered for first review.** For further information visit the DPHHS website: www.dphhs.mt.gov/jobs

SPECIAL INFORMATION: This position is open until filled. In order to be eligible for review, applications must be received or postmarked (if mailed) by 5:00 p.m. on Thursday, September 18, 2008. A resume is required at time of application.

TRAINING ASSIGNMENT: If there are not a sufficient number of qualified applicants, a training assignment may be considered. In order to be eligible for a training assignment, applicants must possess the required education and all but two years of the required experience. Salary depends upon education and experience.

CRIMINAL RECORDS BACKGROUND CHECK: All successful applicants will be required to sign a release form, which authorizes the department to conduct a criminal record review to determine whether the applicant has been convicted of any criminal acts that are directly related to the responsibilities of the prospective job.

TYPICAL DUTIES: This position is responsible for providing administrative support to the Department Director, Deputy Director, the Prevention Resource Center, the Office of Planning, Coordination and Analysis, the Public Affairs

Officer, and Medicaid Management Information System (MMIS) staff. This position is often the first contact for the general public on major department issues. The incumbent reports directly to the Office Manager, is the primary back up for managing the director's office and is responsible for all activities when the office manager is on leave. This position also provides administrative support and helps coordinate the activities of several state and department councils, taking and transcribing minutes. Additionally, the incumbent is required to staff ad hoc task forces and advisory committees as necessary. The verbal and written communications of the incumbent directly reflect on the department's image of quality and professionalism. The incumbent's efforts have a direct impact on the success and quality of conferences, meetings, and the services the department provides to local programs, families, and members of the public. Poor decisions or judgment may cause delays in progress of projects or meeting deadlines that have financial and statutory impacts, and in improper expenditure of funds.

KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:

Knowledge: Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology; business English, spelling, composition, grammar; computer software such as Word and Outlook and some knowledge of Excel; principles and processes for providing customer services (i.e. customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction); business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources); the organizational structure of the department; principles and procedures of office management and administration; and department, state, and federal guidelines regarding confidentiality and protected information.

Skills: Skill in verbal and written communication; Microsoft Word, Outlook, Excel, and other computer software; time management; critical thinking; and service orientation.

Abilities: Ability to organize and prioritize workload in order to complete tasks efficiently, accurately, and timely; communicate effectively and courteously; giving full attention to what people are saying, taking time to understand the points being made, and asking questions as appropriate, understanding

the implications of new information for both current and future problem-solving and decision-making; work professionally and effectively in a fast paced, sometimes stressful environment; effectively communicate verbally and in writing with individuals inside and outside of the department with widely varying backgrounds and objectives; exercise diplomacy and good judgment in interactions with all Department staff and the public; respect the confidentiality of protected information; work independently and show initiative in meeting the requirements and goals of the position; demonstrate attention to details; maintain accurate records; help organize coalition, commission and other meetings; create meeting minutes summarized from tapes and personal notes; operate common office equipment, including but not limited to: personal computer, laptop computer, FAX machine, copier, printers, teleconferencing equipment, typewriter, calculator, and audio recording equipment; and multi-task.

EDUCATION/EXPERIENCE REQUIRED: Two years job-related college or vocational training, in business or public administration, human resources, or similar field **AND** three years of job-related office/clerical experience. Relevant office/clerical experience may substitute for the formal education on a year-for-year basis. Other equivalent combinations of education and technical and professional level experience will be considered.

APPLICATION AND SELECTION PROCESS: This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the first review closing date to be considered:

1. Signed state application (PD-25, rev.05/03 or later);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form;
3. Photocopy of transcripts for any coursework at a college or technical school should be submitted with application **OR if unforeseeable circumstances occur, transcripts may be brought to the interview.** (**Only coursework/degrees from an accredited college or university recognized by the US Department of Education are acceptable to meet education requirements*); and
4. **Resume is due at time of application.**

Applications will be rejected for late, incomplete or unsigned application materials.

COMPENSATION: Eligible state employees are also provided paid health, dental, and life insurance. Other benefits include vision insurance, a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

IMMIGRATION REFORM AND CONTROL ACT: In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

REASONABLE ACCOMMODATIONS: Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

SELECTIVE SERVICE COMPLIANCE CERTIFICATION: All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.